The Risks Of Finding The Wrong People

People aren’t your most important asset, the right people are!
-Jim Collins, Good To Great

For busy managers and business leaders hiring, retaining and managing the right people are daunting and time-consuming tasks. Who has the right attitude? Who has ability to listen, understand and communicate? Who will fit in with the organization and team? Who can grow with the company and new responsibilities?

In entry level or frontline work the task can be particularly challenging, as HR and line managers use different approaches to figure out what mix of hard and soft skills a candidate has that will add value in their workplace. These professionals face the three distinct challenges: incomplete information, increasing costs and the risk of lost customers.

Incomplete Information

Managers use many tools to ascertain if someone is the “right” fit for a company. Personal interviews are great tools but don’t provide consistent information across all candidates. Academic based indicators of skills such as the high school diploma, GED and others provide good information but not assessments of real world judgment and situations.

This leaves managers with less than a full picture of a potential employee.

Increasing Costs

The Society of Human Resource Management reports cost-per-hire and time-to-fill numbers are on the rise, increasing by as much as 10% per year, as managers struggle to find qualified people in a world of constantly changing business needs and ever more diverse candidate pool.

The American Society Of Training And Development reports that investment in training has increased over 30% since 2001, with firms still figuring out how to measure return on investment.

The bottom-line is taking a hit because it is harder to find and train the right people.

Lost Customers

The full cost of not finding the right people is higher still, once hired a “wrong fit” employee negatively impacts team productivity and customer satisfaction. McKinsey Quarterly reports that “customers are 70% less likely to remain committed to the firm after a negative experience with entry-level and frontline employees.”

The Top-line risk of poor customer experiences at the entry-level is increasing every quarter.

Frontline Managers and HR professionals need a set of simple and cost-effective tools that provide consistent real world information; reduce the costs of hiring and increase the effectiveness of employee customer interactions.